RELCOM

Annex to the Relcom Terms — Relcom Resources

Special terms for website hosting.

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This annex supplements the Relcom Terms for Relcom Resources.

What it is

Website hosting. On the free plan: one static site. On the paid plan: a Node.js or Python application on a dedicated virtual machine, with a PostgreSQL database, a persistent folder for files, a custom domain and HTTPS. HTTPS works on the custom domain; until a domain is connected, the site opens at its machine's address without HTTPS.

Your site is your responsibility

You upload source code and content to which you hold the rights, and you are responsible for what the site does and displays. We do not check sites before publication, apart from an automatic check of whether the project can run on the hosting.

Publication

A site goes live after you confirm it in the cabinet. An assistant connected through the connector prepares a version and shows a link to review it. You can allow a connection to publish updates without confirmation if exactly that version has passed the automatic build check. This permission is switched on and off in the cabinet for each connection separately.

Secrets

You enter secret values in the cabinet. Do not put them in the source code and do not give them to the assistant: treat anything that has ended up in the code or in the chat as disclosed.

Backups

On the paid plan, the site's database and persistent files are backed up daily, and the backups are encrypted. A daily backup is kept for 7 days, the Sunday backup for 28 days. Before a site update that changes the database structure, a separate backup is made; it is kept for 30 days. Backups are stored on a separate server in the same data centre in Prague; there is no backup outside it.

Backups are a safeguard against a failure on our side. They do not replace your own backups of important data.

On the free plan there are no database backups, because there is no database.

What is not available yet

Background processes have not been released: a site does work on request or on a schedule. Projects that need MySQL, MongoDB or Redis do not work. Prisma works, except the commands prisma migrate and prisma db: the project applies migrations with its own script. A Python 3.13 application installs only ready-built packages (wheels) from pypi.org, without compiling. The current list of limitations is on the requirements page.

Machines for AI agents

An agent machine is a virtual machine of your plan on which you or a connected assistant run your own commands, keep files and start services through the Resources connector. Everything that happens on it counts as done by you.

- **Network.** The machine reaches the internet only on ports 80 and 443 and asks the public DNS servers 1.1.1.1, 8.8.8.8 and 9.9.9.9. Port 25, private addresses, Relcom's networks and other customers' machines are out of its reach; there is no IPv6 for now. From the internet the machine answers only on 80 and 443, only for a preview of a service you chose to show, under a name in Relcom's domain. We create no DNS records in your domains for the machine.
- **What we count.** For each machine we count outgoing traffic, the number of new outgoing connections and processor load. We record which connector tool was called, when, for how long and with what exit code. We do not record or read command output or file contents, except to deal with a complaint or where the law requires it.
- **Not allowed**, in addition to the general acceptable use policy: open proxies and mail relays, VPN and proxy services for others, Tor nodes, reselling the machine or access to it, getting around its network, processor and memory limits.
- **Stopping.** We may stop a machine at once and without warning if it breaks the rules, endangers our network, other customers or third parties, keeps the processor fully busy for a long time as in mining, or opens an unusual number of outgoing connections. We tell you by email what we did and why. Files stay on the machine and in its copies; we start the machine again when the cause is removed. If the harm is not urgent, we warn you first.
- **Complaints** about spam, attacks, scanning or malware coming from a machine go to abuse@relcom.com.

Custom domain

You add the record at your registrar. We do not need access to the management of your domain, and we do not ask for it.

App trial

1. The app trial is the Starter plan for 7 days without payment, for one Node.js or Python application. It is available to an account that has not had a paid Resources plan, once per account and once per payment card.
2. To start the trial, you enter a payment card. Stripe checks the card; nothing is charged for the trial. To prevent repeated trials, we keep the card identifier that Stripe issues; we do not have the card number.
3. The seven days run from the moment the card is checked. A custom domain cannot be connected during the trial: the site opens at its machine's address, without HTTPS.
4. After seven days the site stops by itself. Nothing is charged without your order, and the trial does not turn into a paid plan automatically. You can end the trial at any time in the cabinet: that is the withdrawal from the trial contract, and nothing has to be paid for it.
5. The stopped site, its database and files are kept for another 14 days. During the trial and in those 14 days you can order the Starter plan: the site keeps running with the same data, without a new publication. From the first payment the terms of paid plans apply, including the right to withdraw within 14 days (section 7 of the Terms).
6. If no plan is ordered, the site's machine is deleted after those 14 days. The last copy of the database and files is kept until the 60th day after the trial ended, as in "If the paid plan is switched off", and is then deleted and cannot be restored.
7. The number of machines for trials is limited; if none is free, the trial is not available. The trial carries no availability commitment (section 10 of the Terms). We may refuse the trial or end it early if the

acceptable use policy is breached. A consumer's statutory rights remain unaffected.

8. The free site of the same account keeps working as before, including after the Starter plan is ordered.

If the paid plan is switched off

If the plan is cancelled or not paid for (section 9 of the Terms), a site on the paid plan is stopped: the free plan does not run applications. The site's virtual machine is then deleted. The last copy of the database and the persistent files is kept until the 60th day after the plan was switched off; 7 days before it is deleted we send an email. While the copy exists, you can request an export of the database and files at info@relcom.com. After that the copy is deleted and cannot be restored.

When you leave

The source code remains with you, and the uploaded source archives can be downloaded in the cabinet. In the cabinet you can view the backups and restore the site from a backup, but you cannot download the database and the files: we make the export on request sent to info@relcom.com, for as long as the site has not been deleted.

Content complaints

If we are told that a site breaks the law or infringes someone's rights, we act under the acceptable use policy and tell you the reason for any restriction.